



CO: Information Technology Department

Date: 05.08.2020

Clarifications/Amendments to the Pre-bid Queries Ref:CO/ITD/276/R1/2020-21 dated 28/07/2020- Request for Proposal for Rate Contract for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank’s own CTS software& Rate Contract for Supply, Installation & Maintenance of ADF Scanners.

GENERAL QUERIES

S.No	RFP Clause	Query Raised	Clarification/Amendment
1.	<p>Page No. 8- Eligibility Criteria- Point No. e</p> <p>The Bidder should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) & minimum 300 ADF Scanners, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid.</p>	<p>Request Bank to Amend:-</p> <p>e) The Bidder/OEM should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) &</p> <p>The Bidder should have supplied minimum 300 ADF Scanners, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid.</p>	<p>Please adhere to tender terms.</p>





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<p>2.</p>	<p>Page No. 14- Point No. 2.2 (f)- Scope of Bid for ADF Scanner All the parts of items should be covered under comprehensive warranty for three years & AMC for 2 years without any exception.</p>	<ul style="list-style-type: none"> • Since consumables are not cover under warranty, request to provide the amendment for the same. Consumables as follows 1. Exchange Roller Kit.(Kindly provide monthly scan volume fro each scanner) 2. Power Adaptor (Very Less chance failure unless the power fluctuation happens from customer side. 3. CIS Unit • Comprehensive warranty will cover all the spares of the scanner except physical damage and consumables.In our case, Feed roller kit is the only consumable which has the duty cycle for 1.75 to 2 L sheets scanning and after that Indian bank shall purchase a new kit on RC price. 	<p><u>Amendments:</u></p> <p>All the parts of items including Power Adapter & CIS Unit should be covered under comprehensive warranty for three years & comprehensive AMC for two years except Exchange Roller Kit (Consumable). The bidders have to provide the cost of Exchange Roller Kit as per Annexure-X.</p> <p>Note: The ADF Scanner should have the facility of a counter which counts scan volume. If Exchange Roller Kit gets damaged before 1.50 Lakh Pages per Year from the date of installation, supplier has to bear the cost towards replacement of Exchange Roller Kit.</p>
<p>3.</p>	<p>Page No. 14- Point No. 2.2 (f)- Scope of Bid for ADF Scanner All the parts of items should be covered under comprehensive warranty for three years & AMC for 2 years without any exception.</p>	<p>This clause shall not be applicable to physical damage of the scanner and outcome due to power fluctuations.</p>	<p><u>Clarification:</u></p> <p>Physical damage caused to ADF scanner for the reason attributed to Bank shall not be covered under warranty, however Physical damage caused to ADF scanner due to Transit or any other reason attributed to supplier shall be covered under warranty and supplier has to replace the item</p>





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			without any additional cost.
4.	<p>Page No. 17- Point No. 3.2- Delivery, Customization and Installation Schedule</p> <p>The Bidder shall be responsible for delivery of required software and scanners at locations identified by the Bank within 4 weeks from the date of issue of purchase order and installed and commissioned within 2 weeks from the date of delivery or within six weeks from purchase order.</p>	<ul style="list-style-type: none"> Kindly request to provide normal delivery time as 6 weeks and additional 1 week for any road permit locations. Request to change the Clause: The Bidder shall be responsible for delivery of required software and scanners at locations identified by the Bank within 6 weeks from the date of issue of purchase order and installed and commissioned within 2 weeks from the date of delivery or within 8 weeks from purchase order. 	Please adhere to tender terms.
5.	<p>Page No. 20, Point No. 11, Insurance</p> <p>The goods are to be insured by Supplier with Bank's name for an amount equivalent to 110% of the invoice value for Transit. The Supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for the items proposed to be</p>	Since we are OEM, we will provide the insurance on goods and request to remove this clause.	<p><u>Amendments:</u></p> <p>The goods are to be insured by Supplier with Bank's name for an amount equivalent to 110% of the invoice value for Transit either by a single Policy for each and every supply or by a Master Policy for the ADF & CTS Scanners respectively, proposed to be supplied in future. In case the supplier is providing a master insurance policy for transit of ADF & CTS scanners</p>





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<p>supplied in future. If any loss incurred by the Bank due to Insurance not taken by the Successful Bidder, then the Successful Bidder should make good the loss to the Bank.</p> <p>If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance.</p> <p>If Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy is not submitted, payment will be made only after 3 months from the date of delivery, after deducting the penalty amount.</p>		<p>respectively, supplier has to submit a declaration on its letter head that any loss/damage to the items under transit will be borne by the supplier.</p> <p>However, the supplier has to provide a separate Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for equivalent an amount to 100% of the invoice value.</p> <p>If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance and payment towards delivery and installation will be made after completion of three months from last date of delivery of ADF & CTS Scanners respectively.</p>
<p>6. Page No. 8- Eligibility Criteria- Point No. e</p> <p>The Bidder should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) & minimum 300 ADF Scanners, during last three</p>	<p>We request bank to alter the clause as: The Bidder who is bidding for Cheque Scanners, should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) & the Bidder who is bidding for ADF Scanners, should have supplied minimum 300 ADF Scanners, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of</p>	<p>Clarification:</p> <p>The bidders who are bidding for CTS Scanner only have to submit proof for supplying 300 Cheque scanners for Cheque Truncation System (CTS) during last three years as on date of RFP</p>





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<p>years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid.</p>	<p>bidder should be submitted along with Technical Bid.</p>	<p>(cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid</p> <p>The bidders who are bidding for ADF Scanner only have to submit proof for supplying 300 ADF Scanners during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name of bidder should be submitted along with Technical Bid.</p> <p>The bidders who are bidding for both CTS Scanner & ADF Scanner have to submit proof for supplying 300 Cheque scanners for Cheque Truncation System (CTS)& 300 ADF Scanners respectively, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of Purchase orders issued in the name</p>
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			of bidder should be submitted along with Technical Bid
7.	<p>Page No. 16, Point No. 3.1 (c), Deliverables</p> <p>The Bidder should provide necessary IQA & UV software with license required for assessing the quality of Images captured by the CTS scanners.</p>	<p>Please note that there is no UV software available. The UV images are captured by the scanner and these images should be displayed by the bank's CTS application for the user to be viewed. Please make the required changes in this clause.</p>	<p>Please adhere to tender terms.</p>
8.	<p>Page No. 17, Point No. 3.1 (d), Deliverables</p> <p>Licensed Ranger Software for each scanner supplied, along with Image Quality Analysis (IQA) software for verification of Cheque Image Quality as per RBI/NPCI requirements and for cheque scanning with all the above features including UV facility needs to be supplied for all the CTS scanners.</p>	<p>Please note, as mentioned in the Sr No 4 above, the scanner only captured UV image. Apart from this, there is no separate software available.</p>	<p>Please adhere to tender terms.</p>
9.	<p>Page No. 17- Point No. 3.2- Delivery, Customization and Installation Schedule</p> <p>The Bidder shall be responsible for delivery of required software and scanners at locations identified by the Bank within 4 weeks from the date of issue of purchase order and installed and</p>	<p>We request bank to alter the delivery period to 4 -6 weeks looking at the current situation as we are importing the scanners</p>	<p>Please adhere to tender terms.</p>





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	<p>commissioned within 2 weeks from the date of delivery or within six weeks from purchase order.</p>		
<p>10</p>	<p>Page No. 18- Point No. 5- Liquidated Damages</p> <p>If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of the Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the equipments are not delivered in time, the Purchaser may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of equipment to that location, for the purpose of calculation of Liquidated</p>	<ul style="list-style-type: none"> • We request that the maximum deduction should be up to 5 % of the value of the equipment. Further the value to be considered for this clause should be the basic value of the equipment excluding GST. • We request the maximum deduction shall be reduced to 5% only on the base value of the product excluding GST. As all vendors would submit GST after the supply any deduction on GST will complicate the GST norms. 	<p>Please adhere to tender terms.</p>





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	<p>Damages. For delivery/installation, the Liquidated Damages will be calculated on Invoice Value of each set of equipment to a location.</p>		
<p>11</p>	<p>Page No. 19, Point No. 10, Terms of Payment</p> <p>(i) On Delivery: Eighty (80)% of the Purchase Order price of the delivered goods shall be paid within 15 days on submission of Invoice copy and proof of delivery duly counter signed by the Bank's representative, Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.</p> <p>(ii) On Installation: Fifteen (15) % of the Purchase Order price of Goods received shall be paid upon installation/configuration of hardware within 15 days on submission of Installation Certificate duly counter signed by the Bank's representative.</p>	<ul style="list-style-type: none"> • A time period of 3 months is very long time. Instead, the clause should be altered as: Payment may be released, if the systems could not be installed within 3 weeks from the date of delivery, due to reasons attributed to Purchaser i.e. (Indian Bank) on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the systems are delivered. In such cases, the supplier has to install the systems as and when required by the Bank, free of cost. If the equipment is not installed for 3 months, then there is a possibility that the equipment is not stored properly OR due to mishandling, it gets damaged. To avoid any such repercussions, we suggest to release the payment in full within 3 weeks of the delivery. • Since the bank is asking for a separate Performance Security, we request the bank not to keep this 5% amount during the warranty period. This 5% amount also to be released immediately. • We request " within 3months " shall please be changed to maximum of 3 weeks from the delivery. • We request Indian Bank to remove this 5% 	<p>Please adhere to tender terms. Refer Point No.12 regarding amendment in Performance Guarantee Clause.</p>





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<p>Payment may be released, if the systems could not be installed within 3 months from the date of delivery, due to reasons attributed to Purchaser i.e. (Indian Bank) on production of Site Not Ready Certificate from the concerned Zonal Office/Branch, where the systems are delivered. In such cases, the supplier has to install the systems as and when required by the Bank, free of cost.</p> <p>If Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy is not submitted, payment will be made only after 3 months from the date of delivery, after deducting the penalty amount as stipulated in clause 11.</p> <p>(iii) The remaining 5% of the Purchase Order amount will be kept by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of penalty if any, as per the "Penalty for downtime" stipulated.</p>	<p>retention money as already our ₹ 5Lakh is retained for the period of 5.5 years as Performance security in the form of Bank Guarantee .</p> <p>We humbly request Indian Bank either to have any of the above.</p> <ul style="list-style-type: none"> Request the bank not to retain 5% of the Purchase Order amount as it is required to furnish Performance Security as per Caluse 12 (Page 20). The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract. Therefore, retention of 5% is not proper on the bank. Such clauses severely dent the financials of the supplier. Therefore request the bank not to retain 5%. 	
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12	<p>Page No. 20, Point No. 12, Performance Security</p> <p>Within 15 (fifteen) days from the date of rate contract order issued by the Bank, the Bidders who accept the rate contract order shall furnish the Performance SecurityForm as detailed below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S.No</th> <th style="width: 40%;">Item</th> <th style="width: 50%;">EMD Amount (In Rs.)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">CTS Scanner</td> <td style="text-align: center;">5,00,000</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">ADF Scanner</td> <td style="text-align: center;">5,00,000</td> </tr> </tbody> </table> <p>in the form of a Bank Guarantee issued by Scheduled Commercial Bank valid for a period of Sixty Six (66) months with additional one month claim period.</p> <p>The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their</p>	S.No	Item	EMD Amount (In Rs.)	1	CTS Scanner	5,00,000	2	ADF Scanner	5,00,000	<ul style="list-style-type: none"> • Request you to consider either PBG or 5% Retention instead of Both. • We humbly request Indian Bank to have either retention money 5% or Performance security BG of 5Lakh. 	<p>Amendments:</p> <p>Within 15 (fifteen) days from the date of rate contract order issued by the Bank, the Bidders who accept the rate contract order shall furnish the Performance SecurityForm as detailed below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S.No</th> <th style="width: 40%;">Item</th> <th style="width: 50%;">PBG Amount (In Rs.)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">CTS Scanner</td> <td style="text-align: center;">2,00,000</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">ADF Scanner</td> <td style="text-align: center;">2,00,000</td> </tr> </tbody> </table> <p>in the form of a Bank Guarantee issued by Scheduled Commercial Bank valid for a period of Sixty Six (66) months with additional one month claim period.</p> <p>The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.</p> <p>The Performance Security will be</p>	S.No	Item	PBG Amount (In Rs.)	1	CTS Scanner	2,00,000	2	ADF Scanner	2,00,000
S.No	Item	EMD Amount (In Rs.)																			
1	CTS Scanner	5,00,000																			
2	ADF Scanner	5,00,000																			
S.No	Item	PBG Amount (In Rs.)																			
1	CTS Scanner	2,00,000																			
2	ADF Scanner	2,00,000																			





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	<p>obligations under the Contract.</p> <p>The Performance Security will be discharged by the Bank and returned to the Supplier not later than thirty (30) days after expiry of claim period on written request from the Supplier.</p> <p>The Performance security should be submitted centrally at Head office, CO:ITD</p>		<p>discharged by the Bank and returned to the Supplier not later than thirty (30) days after expiry of claim period on written request from the Supplier.</p> <p>The Performance security should be submitted centrally at Head office, CO:ITD</p>
13	<p>Page No. 14, Point No. 2.1 (f), Scope of Bid for CTS Scanner</p> <p>3 years comprehensive onsite warranty maintenance covering replacement of all the spare parts including Power adapter, Rollers & belts, MICR head, Mylars & any other movable parts but excluding only the consumables Cartridge,Power Cable,Printer to Board Cable.</p>	<p>As per Industry Std warranty does not cover consumable and these parts are consumable (Power adapter, Rollers & belts, MICR head, Mylars& any other movable parts but excluding) : Plz Remove comprehensive</p>	<p>Please adhere to tender terms.</p>
14	<p>Page No. 15, Point No. 2.1, Warranty & AMC for CTS Scanner</p> <p>In respect of all hardware</p>	<p>As per Industry Std warranty does not cover consumable and these parts are consumable (Power adapter, Rollers & belts, MICR head, Mylars& any other movable parts but excluding) : Plz remove comprehensive</p>	<p>Please adhere to tender terms.</p>





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	<p>products offered and supplied, the bidder shall offer three years onsite comprehensive warranty & two years onsite comprehensive AMC post warranty period which should cover replacement of all the spare parts including Power adapter, Rollers & belts, MICR head, Mylars & any other movable parts but excluding only those consumables mentioned above from the date of final acceptance.</p>		
<p>15</p>	<p>Page No.43, Annexure-IV, Manufacturers' Authorization Form</p>	<p>THE MAF will need to be changed a bit which our OEM partner would like to discuss over the prebid meeting. Request Bank to consider the request on the same</p>	<p>Please adhere to tender terms.</p>
<p>16</p>	<p>Page No.16, Point No.2.2, Warranty & AMC for ADF Scanner</p> <p>The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination, whichever period concludes earlier.</p> <p>All the parts of items should be covered under comprehensive</p>	<p>Request to change the clause: The items installed should be under a comprehensive onsite warranty for 36 months from the date of installation or for thirty Nine (39) months after the date of receipt of shipment at the destination, whichever period concludes earlier.</p>	<p>Please adhere to tender terms.</p>





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	<p>warranty & AMC without any exception.</p> <p>If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank.</p> <p>Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.</p> <p>AMC will be payable annually in advance and payment towards warranty & AMC shall be made by the respective Zonal Offices where scanners have been installed. All parts should be covered under AMC.</p>								
<p>17</p>	<p>Page No. 21, Point No. 13, Penalty for Downtime</p> <p>The item that is reported to be faulty / malfunctioning should be fully repaired on the same day, if no spares are required and on the next working day, if spares are required. In case of vendor failing above standard, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Public Holidays as</p>	<ul style="list-style-type: none"> Normal SLA of OEM is 24 hours in metros and "A" class cities 2 business working days in "B" class cities 4 business working days in "C" class cities 6 working days in J&K and Northeast states We request you to adhere to this, and reduce the penalty charges as Rs.150 per day. We as vendors will strive to the best of our ability and resource at our command to provide prompt service to our customers. We feel the Penalty Charges are very high and not reasonable. Request the bank to consider on the whole the 	<p>Amendments:</p> <p>The item that is reported to be faulty / malfunctioning should be fully repaired on the same day, if no spares are required and if spares are required, it should be rectified as described below:</p> <table border="1" data-bbox="1444 1227 1919 1383"> <thead> <tr> <th>Location</th> <th>Timings</th> </tr> </thead> <tbody> <tr> <td>Metro Cities</td> <td>Same Business Day</td> </tr> <tr> <td>Urban & Semi</td> <td>Next Business</td> </tr> </tbody> </table>	Location	Timings	Metro Cities	Same Business Day	Urban & Semi	Next Business
Location	Timings								
Metro Cities	Same Business Day								
Urban & Semi	Next Business								





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<p>declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, penalty of Rs. 250/- per day* will be levied.</p> <p>* Day means 4 or more hours in the first day and 24 hours or part thereof every subsequent day per occasion.</p>	<p>Geographical spread of the bank branches and the terrain with proportionate time or duration required to travel and for the movement of the required spare parts after the identification of the fault which depends on Class/Category of the city and the time taken for the logistics from nearest office location. Therefore, we request the bank to classify the location based on</p> <ol style="list-style-type: none"> 1. Metro - 24 hours, 2. Urban - 48 Hours 3. Rural areas - 72 hours <p>And levy penalty accordingly</p>	<table border="1" data-bbox="1444 217 1919 334"> <tr> <td>Urban Cities</td> <td>Day</td> </tr> <tr> <td>Rural Areas</td> <td>Within 2 Business Days</td> </tr> </table> <p>In case of vendor failing above standard, a standby ADF/CTS Scanner respectively, should be provided till the scanner is repaired (of equivalent or higher configuration). Public Holidays as declared at the respective centers are excluded for the above downtime calculation. In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.250/- per day. The penalty for non-compliance of maintenance terms will be recovered from the of retention money. In case the retention amount is not sufficient to recover the penalty, Bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank.</p>	Urban Cities	Day	Rural Areas	Within 2 Business Days
Urban Cities	Day					
Rural Areas	Within 2 Business Days					
<p>18 Page No.2, Annexure-II, Proforma of Installation Certificate For Issue By The Offices After Successful Commissioning of Equipment</p>	<p>Kodak Alaris appointed ASP's will provide signed Installation service call report in their format which will be attached along with Indian Bank prescribed format filled by us. We request Indian Bank to consider the ASP report as the user signature proof.</p>	<p>Please adhere to tender terms.</p>				





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<p>19</p>	<p>Page No. 8, Point No. i, Eligibility Criteria</p> <p>The Bidder/OEM should have Branches in Chennai, Delhi, Kolkata and Mumbai. Further, Bidder/OEM should have Branches / Service Centre Facilities / Franchises / Resident engineers in atleast 50 of the places tabulated below. In case of franchises, copy of contract between the bidder and franchise should be attached in addition to proof of address. For Resident engineers, identity proof and address proof for the respective location should be submitted</p>	<p>We have brought a new ASP onboard recently consolidation of service location is in process.</p> <p>However, we request you to reduce it to 30 locations.</p>	<p>Please adhere to tender terms.</p>
<p>20</p>	<p>Page No. 8, Point No. f, Eligibility Criteria</p> <p>Product should be in usage by banks for last 2 years as on the date of RFP and satisfactory certificate from the bank should be attached as proof.</p> <p>OR</p> <p>Product series should be in usage by banks for last 2 years as on the date of RFP and satisfactory certificate from the bank should be attached as</p>	<p>The model which we are going to quote was launched in year 2019 and started selling to customers from April 2019 so it's hardly one year old model but we can produce satisfactory certificate for a period of one year.</p>	<p>Clarification:</p> <p>This clause is applicable only for bidders participating for CTS Scanner.</p>





	proof. The quoted product from the same series should be the latest in the series which meets the technical specifications of this RFP & should be working for at least 3 months in a bank and the proof for the same also to be provided.		
21	<p>Page No.15 & 16, Warranty & AMC for CTS Scanner</p> <p>In case of failure relating to system software in scanners etc., the Bidder shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time. Such a clause will be incorporated in Service Level Agreement.</p>	-	<p><u>Amendments:</u></p> <p>In case of failure relating to system software in scanners etc., the Bidder shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time.</p>
22	<p>Page No. 8- Eligibility Criteria- Point No. e</p> <p>The Bidder should have supplied minimum of 300 Cheque scanners for Cheque Truncation System (CTS) & minimum 300 ADF Scanners, during last three years as on date of RFP (cumulative) to Banks / Financial Institutions / PSUs / Government Organizations in India. Copy of</p>	Please clarify whether Bidder can participate only for cheque scanner. Please confirm.	<p><u>Clarification:</u></p> <p>Bidders can participate for either CTS Scanner or ADF Scanner or Both.</p>





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	Purchase orders issued in the name of bidder should be submitted along with Technical Bid.		
23	<p>Page No. 13, Point No.2.1 (a) Scope of Bid for CTS Scanner</p> <p>Bidder should undertake for Supply, installation, implementation and maintenance of Scanners with ranger software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software. The scanners and integration support should comply with the specifications, as mentioned in Part-I.</p>	Please modify the clause to: Bidder should undertake for Supply, installation, implementation and maintenance of Scanners with ranger or equivalent software for Cheque Truncation System (CTS) and support for integration with Bank's own CTS software. The scanners and integration support should comply with the specifications, as mentioned in Part-I.	Please adhere to tender terms.
24	<p>Page No. 14, Point No. 2.1 (f), Scope of Bid for CTS Scanner</p> <p>3 years comprehensive onsite warranty maintenance covering replacement of all the spare parts including Power adapter, Rollers & belts, MICR head, Mylars & any other movable parts but excluding only the consumables Cartridge,Power Cable,Printer to Board Cable.</p>	<p>Warranty will be void under the circumstances=</p> <p>(a) Due to incorrect operation, abnormal usage or any other misuse or due to use of substandard consumables or service attention from any other sources than an authorised representative of Albertsons.</p> <p>(b) Brought about by external circumstances such as water, fire, improper power supply,Electrical Short Circuit, etc.</p> <p>(c) Brought about by any physical damage, deliberate tampering and negligent use</p>	<p>Clarification:</p> <p>Physical damage caused to CTS scanner for the reason attributed to Bank shall not be covered under warranty, however Physical damage caused to CTS scanner due to Transit or any other reason attributed to supplier shall be covered under warranty and supplier has to replace the item without any additional cost.</p>





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<p>25 Page No. 15, Point No. 1, Procurement of items</p> <p>The item as indicated for purchase from time to time for a period of one year from the date of Rate Contract order will be procured by Corporate Office / Zonal Offices of the Bank for its respective offices/ departments/ branches. For this purpose, Corporate Office or concerned Zonal Office of the Bank will place orders directly on the short listed vendor/s at the agreed prices of Rate Contract. Theresppective offices who have placed Purchase Orders will make the payments for the goods supplied or services rendered.</p> <p>Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2020, issued vide DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and basis of allotment will be done in terms of the same.</p> <p>Bank shall arrive lowest rate and L1 bidder for CTS Scanners &ADF Scannerswhich qualifies the specification provided. L2 & L3</p>	<p>Bank can use Albertsons Realink(Made In India), which provides universal interface and IQA with more features, Very minimal changes while integrating with Realink. Complete support will be provided to integrate Realink for the CTS team of the Bank.</p>	<p>Please adhere to tender terms.</p> <p>Bank CTS application is developed to interface with ranger software to invoke scanner APIs.</p>
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	bidder may be given opportunity to match with the L1 price within a week's time. Rate contract order will be issued to L1, L2 and L3 bidders, if L2 & L3 bidder accepts L1 rate. Corporate Office or concerned Zonal Office will place order directly with the short listed vendor/s as and when requirement arises.		
26	<p>Page No. 16, Point No. 2.1, Warranty & AMC for CTS Scanner</p> <p>If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment at no cost to the Bank</p>	Requesting to amend this point as If any equipment supplied by the Bidder ceases to work during normal usage while in Warranty, the bidder has to replace the equipment if it is not repairable.	Please adhere to tender terms.
27	<p>Page No. 16, Point No. 2.1, Warranty & AMC for CTS Scanner</p> <p>If for any reason the scanner needs to be taken offsite for the purpose of service obligation, replacement needs to be provided for business continuity. In no case the branch should be made to work without scanner for more than 24 hours.</p>	Request the bank to consider on the whole the Geographical spread of the bank branches and the terrain with proportionate time or duration required to travel and for the movement of the required spare parts after the identification of the fault which depends on Class/Category of the city and the time taken for the logistics from nearest office location. Therefore, we request the bank to classify the location based on 1. Metro - 24 hours, 2. Urban - 48 Hours 3. Rural areas - 72 hours .	Please refer Point No.17 for amendment.





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<p>28</p>	<p>Page No. 17, Point No. 3.1, Deliverables</p> <p>Licensed Ranger Software for each scanner supplied, along with Image Quality Analysis (IQA) software for verification of Cheque Image Quality as per RBI/NPCI requirements and for cheque scanning with all the above features including UV facility needs to be supplied for all the CTS scanners.</p>	<p>Bank can use Albertson Realink(Made In India), which provides universal interface and IQA with more features(1.UV Detection, 2.Micro Character detection) than Ranger. Very minimal changes while integrating with Realink. Complete support will be provided to integrate Realink for the CTS team of the Bank.Realink can support all make of cheque scanner.</p>	<p>Please adhere to tender terms.</p>
<p>29</p>	<p>Page No. 18, Point No. 3.6, Delivery and Documents</p> <p>Delivery of the goods shall be made by the Supplier within four weeks from the date of purchase order. The supplier has to make his own arrangements to deliver the items at the destinations.</p> <p>The details of shipping and / or other documents are to be furnished by the Supplier are as follows.</p> <p>1. Copy of the Supplier Invoice showing contract number, goods, description,</p>	<p>Due to the present COVID 19 situation, logistics is demanding extra time. This applies for importas as well for local shipment, Manpower movement etc., Considering the genuine constraints request the bankk to extend the time duration for delivery and installtion by two weeks. Request modification to read the clause as : The Bidder shall be responsible for delivery of required software and scanners at locations identified by the Bank within 6 weeks from the date of issue of purchase order and installed and commissioned within 2 weeks from the date of delivery or within eight weeks from purchase order.</p> <p>We request the bank to delete point no.3 of this clause The Vendor bidder is providing Performance Security as per Caluse 12 (Page 20). Further, Payment terms also stipulate conditions for relaese of the payment. These terms take care of the concerns of the bank. The insurance clause only increases related work load</p>	<p>Please adhere to tender terms.</p>





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<p>Quantity, unit price, total amount; 2. Delivery Note, Railway Receipt or acknowledgement of receipt of goods from the Consignee duly counter signed by the Bank's Representative; 3. Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy; 4. Manufacturer's / Supplier's Warranty Certificate; 5. Inspection Certificate issued by the Bank's Representative, if any.</p>	<p>on documentation without adding proportionate value as the onus is completely on the Vendor for Delivery & Installation of the Scanner. As this clause, does not bring any value request the bank to delete the clause for submission of Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy;</p>	
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